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Clark County Regional Support Network Policy Statement

Policy No.: QM03
Policy Title: Quality Review Team
Effective Date: July 1, 2002

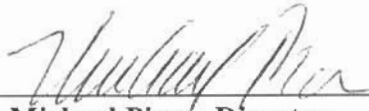
Policy: The CCRSN maintains an independent Quality Review Team (QRT) as mandated by the WAC and State contract referenced below.

Reference: WAC 388-865, CMS Waiver, Washington Mental Health Division RSN Contract

Procedure:

1. The CCRSN shall establish and maintain unencumbered access to an independent Quality Review Team (QRT).
2. The QRT shall include current consumers of the mental health system, past consumers or family members.
3. The CCRSN shall ensure that the QRT:
 - a) Fairly and independently reviews the performance of the CCRSN and service providers to evaluate systemic customer service issues as measured by objective indicators of consumer outcomes in rehabilitation, recovery and reintegration into the mainstream of social, employment and educational choices, including:
 - Quality of care;
 - The degree to which services are consumer-focused and directed and are age and culturally competent;
 - The availability of alternatives to hospitalization, cross-system coordination and range of treatment options.
 - b) The adequacy of the regional support network's cross system linkages including, but not limited to, schools, state and local hospitals, jails and shelters.
 - c) Has the authority to enter and monitor any agency providing services for CCRSN consumers, including state and community hospitals, freestanding evaluation and treatment facilities, and community support service providers;
 - d) Meets with interested consumers and family members, allied service providers, including state or community psychiatric hospitals, regional support network contracted service providers, and persons who represent the age and ethnic diversity of the regional support network to:

- Determine if services are accessible and address the needs of consumers based on sampled individual recipient's perception of services using a standard interview protocol developed by the mental health division. The protocol will query the sampled individuals regarding ease of accessing services, the degree to which services address medically necessary needs (acceptability), and the benefit of the service received; and
 - Work with interested consumers, service providers, the regional support network, and DSHS to resolve identified problems.
- e) Provides reports and formalized recommendations at least biennially to the mental health division, the mental health advisory committee and the regional support network advisory and governing boards and ensure that input from the quality review team is integrated into the overall regional support network quality management process, Ombuds services, local consumer and family advocacy groups, and provider network;
- f) Receives training and adheres to confidentiality standards, and
- g) Is free from any retaliation as a result of the performance of their duties.

Approved By: 
Michael Piper, Director
Clark County
Department of Community Services

Date: 3/18/2003